

Retirement Survey – Positive Feedback

Q6 What additional actions could the Pensions Authority take to improve the retirement process?

- My experience throughout the whole process was very good
- I can't think of anything because I found everything was easy to understand and forms easy. If I needed to ring up to explain things they explained clearly so I understood
- All actions by SYPA were very good - only delays caused were as a result of the incompetence of my employer Sheffield Hallam University
- Not their fault. Employer very poor at processing my retirement. Pensions told me they couldn't pay benefits because of this so there was a delay.
- All very straightforward.
- Don't think you can, it was so quick and easy
- No improvement necessary
- i have always been happy with the service
- No actions to suggest, process was ok for me
- My experience with the Pensions Authority was excellent from start to finish. Thank you
- Nothing. It was all very straight forward and handled very quickly and professionally.
- Excellent service and web site. The only issue I had was with too much tax charged on my first payment although this was refunded the following month.
- I found the Pensions Authority very helpful. They sent the same emails to me as they sent out to Capita, they phoned to explain the reasons for delay and it wasn't down to them. They were extremely helpful all the way along.
- None. everything went ok received lump sum on time due to receive my first pension payment next week.
- In my experience nothing
- N/A . At the same time I was trying to claim AVCs from Prudential. Just getting in touch with them was a nightmare, and eventually resulted in a compensation payment. In contrast, nothing could have been easier or more efficient with SYPA
- Nothing, I was very happy with the prompt and friendly service.
- I found the pension process very smooth and easy to understand. I would suggest provision for perhaps older retirees who may also suffer from technophobia
- Cannot improve on perfection. All went smoothly for me.
- No Idea, the process for flexible retirement went quicker than I thought it would. Thankyou

Are there any general comments you would like to make about SYPA?

- Staff were very friendly over the phone - just the online experience could be improved. By contrast my Teacher's Pension application was done online and could see everything in one place.
- Staff always friendly efficient and helpful when you talk to them. Thank you

- The pre-retirement sessions were detailed and informative Any queries were answered there and then. I would certainly recommend others to attend. I was also impressed with the online service and really pleased with how the whole process worked
- Really good company
- Very happy with the service you have provided and all my dealings with your employees.
- I was provided with guidance and support always through the process by emails and telephone contact.
- SYPA always give me a good service
- Good pension advice when I have needed to contact the service
- Verry happy with SYPA
- They are on the ball and get the job done. Thank you all.
- Very pleased, the online quotation tool is excellent. Thank you.
- Everyone I spoke to on the phone was absolutely lovely and did their best to help.
- Very professional all who dealt with me
- Like to see investments of SYPA are green and ethical
- I had excellent service
- It was refreshing to talk to a friendly, warm person when I had a quick question. Great service.
- Excellent service and verbal communication by phone
- Well organised business, and they have the good sense to employ lovely friendly Yorkshire folk.
- Very satisfied
- Thank you

Retirement Survey – Negative Feedback

Q6 What additional actions could the Pensions Authority take to improve the retirement process?

- I think a letter should be received each year stating where your pension is at. Not just available online
- keep informed of when tax code is correct
- Receiving emails to my email address then having to access somewhere different seemed a bit complicated to me. I understand the reason being greater security, but it was still awkward.
- Improve access online
- More responsive website - (slow to access), documents that can be seen side by side instead of pulling up individually. Documents that can be completed online instead of being sent through the post (each 'claim' had three/four sheets to complete sent in separate envelopes) - waste of cost of postage on both sides/environmental impact. Was unable to upload personal/confidential proof of who I am (e.g. passport) so had to send to an email address.
- Updates on delays - reason So if employer is at fault retiree can follow up with employer

- I would have appreciated better communication from my employer - SYPA were excellent at dealing with my enquiry, my employers were not bothered about my future welfare.
- To give more information about the taxation of pensions.
- Be more informative and not rely on members solely going online.
- On the retirement options letter, is it possible to also state that you also have the option to defer until 75.
- More detailed break down when AVC 's are part of the overall pension pot ie. Total amount of AVC , AVC amount used for lump sum, AVC amount used for additional pension (including annuity rate), this would have meant I would not have had to contact SYPA to get this information. The only info I received in my pension statement was my lump sum and yearly pension amount, no AVC breakdown.
- Basically they need to keep us informed much more frequently
- better communication with persons involved. keeping people informed of what is happening. processors in place for companies who constantly keep information or give wrong information out.
- Could have let me know everything had been received instead of me ringing to find out they would only write to me a month before my retirement date.
- Improve communication, when applying this is something that is once done once so the applicant has no experience to relate to. In my experience with SYP I have had to make all the contact. Phones are on answering machines and I was told post was not being processed as the office was closed. Limited information is provided via reply messages.
- I feel that some correspondence alerting me to the delay of my first monthly pension payment would have prepared me to avoid some potential banking charges and also removed the stress and anxiety that I felt at the time.
- Make sure letters sent requesting information are actually sent.
- It was hard to see where you were in the process. Long gaps in between contact, I started to worry what was happening. Didn't help SCC seemed to be so slow supplying info.
- Would be good if someone would call and talk through things. I didn't receive the forms that you reference
- I would have liked 1-1 clarity prior to retiring however, it was COVID times & almost impossible to plan.

Are there any general comments you would like to make about SYPA?

- Improvements could be made for customers to be able to access information and actually speak to someone when you have a problem
- To let people know when 1st payment date is
- It's been a very difficult time with COVID so I hope that the service is returning to a more business as usual model with staff available in offices
- The recommended AVC provider (Prudential) have performed abysmally and due to this I feel that it could have a negative impact on the Pension Authority which is a shame as overall I have been very satisfied.
- The first time I requested forms (last October) they didn't arrive so I had to request them again. There seems to be a breakdown of communication somewhere.
- Like to see investments of SYPA are green and ethical
- I have never received a letter telling me my annual pension, monthly payments, date of payment going into bank. Would have been nice